

PRELIMINARY LSTA IDEAS 2012

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DLTCL – BROADBAND UPGRADE GRANTS April 2011

2011 LSTA Funds Awarded:	\$ 15,500
2012 LSTA Preliminary Request:	\$ 15,500

Noncompetitive; Estimated Total Expenditures: \$15,500
Eligible Applicants: Public library systems for their member libraries

Purpose: Financial assistance for member libraries obtaining fiber for high speed Internet access through the state's federal broadband grant. This assistance will provide for and extra wiring and possibly pay for other expenses incurred as part of the fiber broadband connection.

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DELIVERY SERVICES PROJECTS

April, 2011

2003 LSTA Funds Awarded	\$ 2,500	Delivery Service Advisory Committee
	\$ 15,000	Northern Waters Library Service
	\$ 45,200	South Central Library System
2004 LSTA Funds Awarded	\$ 2,500	Delivery Service Advisory Committee
	\$ 15,000	Northern Waters
	\$110,000	South Central
	\$ 10,000	Milwaukee County
2005 LSTA Funds Awarded	\$ 15,000	Northern Waters
	\$ 61,600	South Central
2006 LSTA Funds Awarded	\$ 17,000	Northern Waters
	\$ 66,000	South Central
2007 LSTA Funds Awarded	\$ 15,000	Northern Waters
	\$ 60,000	South Central
2008 LSTA Funds Awarded	\$ 15,000	Northern Waters
	\$ 60,000	South Central
2009 LSTA Funds Awarded	\$ 15,000	Northern Waters
	\$ 75,000	South Central
2010 LSTA Funds Awarded	\$ 15,000	Northern Waters
	\$ 75,000	South Central
2011 LSTA Funds Awarded	\$ 15,000	Northern Waters
	\$ 75,000	South Central
2012 Preliminary Request	\$ 15,000	Northern Waters
	\$ 75,000	South Central

Noncompetitive; Estimated Total Expenditures: \$90,000

Eligible Applicants: Northern Waters Library Service (NWLS); South Central Library System (SCLS)

Purpose: \$15,000 will be used to provide a subsidy to the Northern Waters Library System for the cost of in-system delivery and the cost of connecting to the statewide delivery backbone network. \$75,000 will be used to provide a subsidy for the statewide delivery backbone network operated by the South Central Library System.

Future funding: The South Central Library System (SCLS) Delivery Service is advocating for a future increase in LSTA funding. Changes currently being discussed by the University of Wisconsin and SCLS Delivery Service may increase the cost of delivery for public libraries. SCLS proposes increased LSTA funding to offset those higher costs. A series of meetings between SCLS, the Department of Public Instruction, the University of Wisconsin system, representatives of SRLAAW and the statewide Delivery Services Advisory Committee will be held to discuss alternate service configuration, changing needs and funding options.

No increase in LSTA funding for the statewide delivery service is requested at this time.

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DIGITIZATION – LARGE LIBRARIES

2010 LSTA Funds Awarded:	\$ 29,443
2011 LSTA Funds Awarded:	\$10,886
2012 LSTA Preliminary Request	\$11,000

Estimated Total Expenditures	\$11,000
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Purpose: This category will allow large public libraries to digitize historical resources that may be unique or of state or local interest. Applicants may work with the Division and University of Wisconsin Digital Collections Center (UWDCC – <http://digicoll.library.wisc.edu/WI/>) or may manage their own digitization processes and provision of access. If projects are locally managed, funds may be used for scanning equipment, software, or staffing. Collections maintained locally must accommodate the standards necessary for harvesting of metadata by the Wisconsin Heritage Online gateway.

The UWDCC could only implement five of the Digitization-Local Resources grants awarded in 2011 as a result of a staff shortage. The funds are being requested to possibly complete the project next year through the UWDCC.

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DIGITIZATION – LOCAL RESOURCES

April 2011

2005 LSTA Funds Awarded:	\$ 20,603
2006 LSTA Funds Awarded:	\$ 35,000
2007 LSTA Funds Awarded:	\$ 40,597
2008 LSTA Funds Awarded:	\$ 33,890
2009 LSTA Funds Awarded:	\$ 17,692
2010 LSTA Funds Awarded:	\$ 30,663
2011 LSTA Funds Awarded:	\$ 18,765
2012 LSTA Preliminary Request:	\$ 16,000

Purpose: This category will allow public library systems, libraries, and state government agencies to digitize historical resources that may be unique or of local interest. It is anticipated that the Division will award (7-8 grants). Public library systems may submit grants that incorporate materials selected from more than one library. Applicants awarded grants will be required to work with the Division and University of Wisconsin Digital Collections Center (UWDCC – <http://digicoll.library.wisc.edu/WI/>) which will be responsible for scanning materials, creating metadata for text-based materials, formatting information for web display, and hosting the web site. Digitized materials will be placed on the web site as part of the UW-Madison Libraries' State of Wisconsin Collection. Libraries and state government agencies will also receive high resolution copies for local use as a part of the project.

The UWDCC could only implement Five (5) of the Nine (9) awarded grants in 2011 as a result of staff shortage. For this reason, funds are being requested to fund four awarded projects in 2011 that UWDCC could not implement without appropriate staff in place.

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DLTCL – EXPANDED E-CONTENT LICENSING April 2011

2012 LSTA Preliminary Request: \$ 300,000

Estimated Total Expenditures: \$ 300,000

Purpose: The purpose of this category is to support and encourage expanded e-content to be made available to libraries and individuals statewide. The DLTCL is sponsoring an e-book summit to be held May 4, 2011. One of the goals of this summit is to develop a strategy for expanded statewide cooperative purchasing of e-books and other e-content. Funds in this category could be used to support funding models developed at or subsequent to the e-book summit. Funding could also be used to support expanded BadgerLink content on a temporary or demonstration basis. Statewide library community input will be sought on the most appropriate use of funds in this category.

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ENHANCED USE OF TECHNOLOGY IN LIBRARIES AND LIBRARY SYSTEMS

April 2011

2011 LSTA Funds Awarded:	\$ 113,253
2012 LSTA Preliminary Request:	\$ 0

Purpose: Funds will assist public library systems and public libraries in enhancing library services to patrons through the use of technology.

Criteria and Eligibility: Only one grant can be submitted per library or library system. Library systems can submit a grant to either (1) enhance a shared integrated library system (ILS), or (2) enhance other member library services through the use of technology. The LSTA funds requested cannot exceed \$15,000 for a system grant or \$5,000 for an individual library grant.

Use of Funds: (1) For systems that manage a shared integrated library system (ILS): Grant funds may be used for new/upgraded hardware and software modules that offer substantially new or enhanced features that improve services to patrons. (2) For systems or individual libraries: Grant funds can be used to implement a new technology or enhance an existing technology to improve services to patrons. Staffing costs, grants that primarily benefit staff, and ongoing costs associated with the proposed project are not eligible for funding.

The Division For Libraries, Technology and Community Learning has not recommended this category for funding as a result of anticipated partial reduction in LSTA funding for 2012 and the allocation of funds to statewide priority categories.

PRELIMINARY LSTA IDEAS 2012

JOINING SHARED INTEGRATED LIBRARY SYSTEMS April 2011

2011 LSTA Funds Awarded:	\$ 145,500
2012 LSTA Preliminary Request:	\$ 0

Criteria and Eligibility: Only one grant can be submitted per library system, and the LSTA funds requested cannot exceed \$50,000. For libraries with a service area population below 20,000, a maximum of \$15,000 per library can be requested. For libraries with a service area population over 20,000, a maximum of \$20,000 can be requested. Service area population is from the 2009 Wisconsin Library Service Record.

Use of Funds: Grant funds may be used for hardware, software, telecommunications, data conversion/preparation, membership fees, and system or network upgrades specifically needed to support adding libraries to an existing integrated system (e.g., server upgrade, more software licenses). Staffing costs are not eligible for funding. Libraries participating in a system grant must have at least one computer workstation that is adapted for use by patrons with disabilities.

Purpose: Funds will assist public library systems in adding libraries to existing shared systems.

This category is not expected to be funded beyond 2011.

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DLTCL: LIBRARY DEVELOPMENT – TECHNOLOGY April 2011

2004 LSTA Funds Awarded:	\$ 130,600
2005 LSTA Funds Awarded:	\$ 131,000
2006 LSTA Funds Awarded:	\$ 122,400
2007 LSTA Funds Awarded:	\$ 133,800
2008 LSTA Funds Awarded:	\$ 137,500
2009 LSTA Funds Awarded:	\$ 139,300
2010 LSTA Funds Awarded:	\$ 141,400
2011 LSTA Funds Awarded:	\$ 126,300
2012 LSTA Preliminary Request:	\$ 107,300

Estimated Total Expenditures: \$107,300

Purpose: Funds in this category are used to support the Public Library Technology Consultant position. This amount includes funding of a statewide meeting of public library system technology liaisons, and continuing education opportunities for the consultant. This position provides statewide leadership for the implementation of technology in public libraries, provides support for LSTA library technology grant applications and projects, and serves as the liaison to the federal e-rate telecommunications program and the TEACH Wisconsin program for Wisconsin public libraries. It also coordinates the implementation of the Bill and Melinda Gates Foundation public library grant program in Wisconsin.

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LIBRARY SYSTEM TECHNOLOGY PROJECTS April 2011

Noncompetitive; Estimated Total Expenditures:		\$ 350,000
2003 LSTA Funds Awarded:	\$ 344,200	
2004 LSTA Funds Awarded:	\$ 472,149	
2005 LSTA Funds Awarded:	\$ 434,900	
2006 LSTA Funds Awarded:	\$ 375,000	
2007 LSTA Funds Awarded:	\$ 370,000	
2008 LSTA Funds Awarded:	\$ 400,000	
2009 LSTA Funds Awarded:	\$ 350,000	
2010 LSTA Funds Awarded:	\$ 350,000	
2011 LSTA Funds Awarded:	\$ 349,000	
2012 Preliminary Request	\$ 350,000	

Non-competitive; Estimated Total Expenditures: \$350,000
Eligible Applicants: Public Library Systems

Purpose: Funds will assist public library systems in meeting the technology needs of their system and member libraries. The funds will be distributed to the systems using a formula with a base allocation of \$2,500 per system and the remaining funds allocated on the basis of system area (33.3%) and system population (66.7%). Based on this formula the funding allocation to public library systems for this category is as follows:

2012 LSTA Technology Grant Distribution

System	Potential Grant Award	\$ 350,000
Arrowhead Library System	\$ 9,600	
Eastern Shores Library System	\$11,300	
Indianhead Fed. Library System	\$34,100	
Kenosha County Library System	\$ 8,900	
Lakeshores Library System	\$14,500	
Manitowoc-Calumet Library Sys	\$ 8,500	
Mid-WI Federated Library Sys.	\$17,500	
Milwaukee Co. Fed. Library Sys.	\$36,500	
Nicolet Federated Library System	\$28,600	
Northern Waters Library Service	\$24,100	
Outagamie Waupaca Library Sys.	\$13,800	
South Central Library System	\$42,100	
Southwest Wisconsin Library Sys.	\$14,100	
Waukesha Co. Fed. Library Sys.	\$17,400	
Winding Rivers Library System	\$22,600	
Winnefox Federated Library Sys.	\$19,100	
Wisconsin Valley Library Service	\$27,300	

Library systems must complete an application form in sufficient detail for division staff to make certain the funds are spent in accordance with the criteria listed for the categories below. Library systems must address how and to what extent they involved their member libraries in developing the system's application.

The following are some possible uses of the funds in this category.

- data lines or increasing bandwidth on BadgerNet or other networks
- direct Internet connections (requires compliance with CIPA)

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- joining shared integrated library systems
- enhancing shared integrated library systems
- experimentation with electronic books
- adaptive devices and information and training in using those devices
- staff and patron training related to using technology-dependent services and programs
- technology consulting and troubleshooting services for member libraries
- system and library digitization projects
- virtual reference service
- distance education equipment
- online databases (see condition below)
- web development or maintenance
- system WAN upgrades or library LAN upgrades
- other innovative uses of technology

Projects that involve video gaming are not allowed in this category.

Funding online databases: Using LSTA funds to pay for access to online databases is eligible only if the database(s) do not substantially overlap with content available via BadgerLink. Systems applying in this area must provide specific information that indicates there is very little or no overlap. The cost of the databases must also be clearly indicated in the budget area of the grant.

The projects in this category must be consistent with the Wisconsin Library Technology Strategic Plan and the system technology plans.

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DLTCL RESOURCES FOR LIBRARIES AND LIFELONG LEARNING – STATEWIDE TECHNOLOGY April 2011

2003 LSTA Funds Awarded:	\$ 585,600
2004 LSTA Funds Awarded:	\$ 597,600
2005 LSTA Funds Awarded:	\$ 626,600
2006 LSTA Funds Awarded:	\$ 624,200
2007 LSTA Funds Awarded:	\$ 670,400
2008 LSTA Funds Awarded:	\$ 710,400
2009 LSTA Funds Awarded:	\$ 710,400
2010 LSTA Funds Awarded:	\$ 703,100
2011 LSTA Funds Awarded:	\$ 765,400
2012 LSTA Preliminary Request:	\$ 722,125

Background

This category funds the development, management, and use of technology to provide interlibrary loan and reference services; BadgerLink and full text database support services; the Wisconsin Document Depository Program and Wisconsin Digital Archives; and the operation and maintenance of RL&LL automated network and systems, including the Song Book index, the Wisconsin Digital Library Collections index (Found in Wisconsin), circulation services, website maintenance, DPI library portal page, and other systems. Funding for the Delivery Services Advisory Committee is also included in this budget.

Interlibrary loan and reference services

Funds are used to support the work of 4.95 FTE permanent FTE (.75 vacant) who manage the operation of the automated interlibrary loan system, interlibrary loan services and provide reference services. Staff carries out consulting, and technical support activities for the automated interlibrary loan management systems and for interlibrary loan practices and protocols. Reference staff uses the OCLC-QuestionPoint web-based automated system to provide reference referral services within Wisconsin. In addition reference staff uses DIALOG, WestLaw, Lexis/Nexis, Wilson databases, OCLC First Search, the Wisconsin Newspaper Association database (RL&LL access includes the most recent sixty days of Wisconsin newspapers content that is embargoed in the BadgerLink version) and other databases to answer reference requests and verify difficult citations. Staff uses the online content heavily to answer reference questions. Staff also assists with activities associated with the Delivery Services Advisory Committee. Additional reference staff hours have been allocated to staffing, organizing, and promoting AskAway as WILS has decreased support activity for this service.

The staff is responsible for:

- Management of and provision of technical support and consultation for interlibrary loan processes and use of automated systems (WISCAT and OCLC)
- Configuration of and software testing for interlibrary loan automated systems
- Provision of training for interlibrary loan activities
- Responding to questions about DPI programs and services
- Provision of interlibrary loan services using WISCAT, OCLC, MnLINK, email, and other forms of technology
- Conducting database searches, use of the Internet or use of other automated systems to respond to reference requests
- Setup and configuration of the AskAway virtual reference and reference referral system
- Provision of hours towards the state total needed for 24/7 virtual reference service
- Development of best practices information for virtual reference staff
- Contribution to the QuestionPoint knowledge database
- Access development, support, and training for BadgerLink resources
- Collection and web posting of interlibrary loan statistics

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- Delivery Services Advisory Committee staff support (scheduling and staffing meetings, minutes, issue documentation, research)

In 2010, staff filled 6,557 reference requests. AskAway Virtual Reference Service is the main source of reference questions answered by staff. Staff used both the Resource for Libraries & Lifelong Learning (RL&LL) collection in addition to BadgerLink to answer reference questions. The RL&LL received 6,900 requests for materials from its collection in 2010.

ILL staff works on the most difficult requests needing bibliographic verification, location holding and referral using OCLC and other processes. In 2010, the RL&LL processed approximately 27,053 interlibrary loan requests referrals. As a result of the ISO ILL connection to WorldCat Resource Sharing the ILL team completely revised workflow which completely eliminated any backlog. The same day a request arrives at RL&LL it is forwarded to libraries for loan. The ISO ILL connection also allows for automatic routing of requests to Wisconsin's OCLC libraries. Once a request finds its way to RL&LL, any Wisconsin holdings (identified in the WISCAT Union Catalog, the WISCAT Virtual Catalog, or in OCLC's WorldCat) have been identified and the request routed. Further referral to libraries outside Wisconsin is handled manually.

The WISCAT interlibrary loan management system automatically referred 12,632 requests to WiLS, 46,134 requests to MINITEX, 7,680 requests to Milwaukee Public Library, and 3,042 requests to Milwaukee County libraries other than Milwaukee Public Library.

In 2011 the WISCAT/ILL teams continue to explore strategies which reduce costs and streamline operations. Software enhancements could further automate the referral process and reduce the need for manual intervention. The WISCAT team has started this conversation with Auto-Graphics. The ILL team will also closely examine referral policies, conduct in-house experiments and data gathering to help inform broader, statewide discussion of ILL practice.

BadgerLink

LSTA funds pay for a 2.25 FTE. This total includes coordinator, technical support and development, and training positions. The coordinator works with over 1,000 libraries and nearly 200 Internet service providers to provide access for libraries. The use of library card number and sequence range has vastly expanded. It is necessary to constantly revise the lists of IP addresses as IP providers change, add, and delete addresses, as vendors make changes in their administrative software and as more libraries want to set up administrative accounts. BadgerLink users made over 64 million database searches and nearly 40.5 million sessions in 2010 (not including usage from Wisconsin Newspapers Digital Research Site).

Staff continues to work with EBSCO to produce outreach materials on behalf of BadgerLink. Staff have developed a new poster and bookmark series. Staff has also arranged the BadgerLunch training program to introduce users to continuing and new resources. BadgerLunch is in its second year. A new series of webinars for teachers and educators is being discussed. Also, in discussion, is a graduate course for educators in cooperation with a CESA. The sessions revolve around topical themes used to introduce content and functionality. Staff also started using social media to reach, engage, and train new audiences.

Staff is responsible for:

- Work with full text vendors to identify and resolve problems and implement new services.
- Management of authentication of users for BadgerLink (IP addresses, library card numbers, username and passwords).
- Management of the BadgerLink listserv
- Provision of technical support for BadgerLink.
- Revision, development, and maintenance of the BadgerLink web site.

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- Management of BadgerLink links to outside sites.
- Development of Wisconsin related specialty databases to supplement resources
- Provision of training for BadgerLink users.
- Addition of data to the Song Index, Training Portal prototype, and the Library Directory.

Management of the Wisconsin Document Depository Program

This .75 FTE position is responsible for managing and implementing the Wisconsin Documents Depository Program and managing the Wisconsin Digital Archives as required in Wisconsin Statutes sections 35.81 through 35.82. In response to a dramatic decrease in the number of print documents available for distribution to designated depository libraries, RL&LL subscribes to a suite of preservation tools through OCLC to make it possible for the depository program to place greater emphasis on the capture, archiving, preservation, and meta-tagging of electronic state government information. RL&LL has collaborative partnerships with the Wisconsin Historical Society, the Legislative Reference Bureau, State Law Library, Wisconsin Dept. of Transportation and the UW System who assist in archiving and cataloging state documents and information on state government websites. Catalog records for archived documents are made available to all libraries, regardless of depository status, to upload into their local OPACs. Access to electronic records can also be found in OCLC, WISCAT and in the Wisconsin Digital Archives collection, www.wistatedocuments.org.

In 2010, the distribution of electronic state documents surpassed print for the first time ever. There were 1,622 documents distributed in 2010 with 61% (996 documents) being electronic documents. This was a 19% increase from 2009 which was 42% of the total distribution for the year. It is anticipated that in 2011 the number of electronic records distributed will again see a double digit increase due to state agencies responding to significant budget constraints making it more efficient to provide access to electronic documents instead of paying for print.

RL&LL support of automated systems

A .6 FTE position performs technical work for the RL&LL and its programs.

- Management of the RL&LL local area network (LAN) including firewalls, backup and data protections
- Management of telecommunications connections to the state wide area network (WAN)
- Management of the RL&LL circulation system including upgrade and data backup as well as assistance with batch removal of cataloging records resulting from de-accessioning materials from RL&LL collection
- Management of the Reference and Loan website
- Development of RL&LL statistics for posting to the website.
- Development and maintenance of the Song Index, Library Directory, and Wisconsin Digital Library Collection.

Management of technical contracts and supervision of staff

A total of .6 FTE (.3 vacant) management and supervisory positions oversee the management and operation of automated systems. Staff is responsible for project budgeting, development of specifications for automated systems, management of RFP and bid processes, procurement of automated systems, recruitment, hiring, and supervision of staff positions, development of presentations to statewide advisory committees and groups and other activities in relationship to the above services.

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STATEWIDE LIBRARY ACCESS April 2011

2011 LSTA Funds Awarded: \$34,500

2012 LSTA Preliminary Request: \$0

Noncompetitive; Estimated Total Expenditures:

Further activities await the results of the 2011 Nicolet Federated Library System (NFLS) grant that involves a needs assessment survey being implemented by the St. Norbert College Survey Center and demonstration project. Further activities may also involve possible planning for a statewide integrated library system.

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DLTCL: VIRTUAL REFERENCE SERVICE

April 2011

2006 LSTA Funds Awarded	\$ 66,000
2007 LSTA Funds Awarded	\$ 70,100
2008 LSTA Funds Awarded	\$ 69,300
2009 LSTA Funds Awarded	\$ 69,300
2010 LSTA Funds Awarded:	\$ 83,000
2011 LSTA Funds Awarded:	\$ 83,100
2012 LSTA Preliminary Request:	\$0

Purpose: Funds have been used to subsidize a statewide contract for 24x7 virtual reference service as part of the statewide AskAway program coordinated with Wisconsin Library Services (WILS). The statewide virtual reference service provides all Wisconsin residents with 24/7 online reference service (online chat and email). Patrons of all libraries, including those that have not contributed staff time have always been able to access the chat service. Patrons of libraries that paid the participation fee have also been able to send email questions to their local public library through AskAway.

Background: LSTA has funded the statewide virtual reference service as an ongoing program beginning in 2006. The LSTA Advisory committee recommended full funding for 2008 and in future years because public library system aids were not projected to increase sufficiently to pick up additional costs. For 2009, libraries paid \$850 and public library systems paid \$1,700 for use of the chat and email software and towards other program expenses. DPI/Resources for Libraries and Lifelong Learning committed to cover all OCLC costs for public library systems for 2010 and 2011.

Participation: Participation in the service was originally defined as paying the fee described above. Once public libraries and systems were no longer charged for OCLC costs, their participation became synonymous with providing chat staffing or responding to email requests. As of March 2011, chat staff came from seven public library systems, three UW campuses, the WISPALS technical college consortium, one private college and DPI (Resources for Libraries and Lifelong Learning).

The overall willingness of public library systems to provide chat staffing has decreased in recent years. Resources for Libraries and Lifelong Learning, Milwaukee Public Library and the Mid-Wisconsin Library System/West Bend Public Library have increased their contributions to staffing the service to offset reduced support. DPI/Resources for Libraries and Lifelong Learning increased staff support to provide reference service to patrons statewide, especially Wisconsin school students and parents and educators seeking information about DPI programs and services.

Resources for Libraries and Lifelong Learning and DPI have promoted AskAway to Wisconsin schools since the 2008-2009 school year. Wisconsin schools have embraced the service enthusiastically. It allows schools to augment library services as school library media specialists' positions are cut. In March, 2011, a Spanish-language chat service was added to meet the needs of the growing number of Wisconsin residents who are not fluent in English.

Historical usage statistics:

	Chat Questions (Answered by WI librarians)	Chat Questions (Asked by WI patrons)	Email questions (Asked by WI patrons)
2006	3,569	6,102	7,982
2007	4,586	8,100	15,971
2008	7,373	9,579	13,990
2009	6,811	11,154	8,379
2010	6,414	11,251	7,043

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2011	1,266	2,432	1,423
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*Statistics cover 1/1/11 – 3/30/11

Statistics on questions originated or answered in Wisconsin are only available for a rolling 90 day period. Statistics run on March 30, 2011 showed the following occurred in the preceding 90 days.

Chat statistics: Individual libraries took 264 chat sessions for their own patrons. Wisconsin library staff answered 684 chat sessions from Wisconsin users. Libraries outside Wisconsin answered 3013 sessions from Wisconsin users. Wisconsin libraries answered 1274 questions for libraries outside Wisconsin. A total of 6,079 chat sessions with Wisconsin patrons were handled in the 90 days ending 3/2011.

Email statistics: Individual libraries answered 2,133 email questions for their own patrons in the 90 days ending 3/30/11.

Recommendation to defund: The LSTA survey conducted in 2011 revealed that the statewide virtual reference service was not widely valued by survey respondents. It ranked 47 out of 53 questions on the survey. In response to the survey results and possible cutbacks to the LSTA budget, we recommend eliminating funding for the software that makes this promising program possible. This recommendation does not reflect a lack of commitment to providing service to the patrons who have benefited from AskAway including parents and teachers seeking information on DPI programs, policies and procedures, K-12 students seeking assistance with homework, and lifelong learners pursuing their passions. It demonstrates recognition of the serious economic challenges facing the Wisconsin library community.

Plan to sunset service: Academic libraries paying for the service and other public libraries relying on the service to connect with their patrons virtually will need to the rest of calendar year 2011 to develop alternate strategies for providing online reference service. The Department of Public Instruction will plan alternate means to respond to questions about DPI's educational and library programs and services.

Promotion of AskAway will be discontinued gradually. Bi-monthly best practice sessions can be continued through the end of 2011. Currently planned promotional activities will be considered on a case-by-case basis and phased out. The planned outreach effort to community groups serving the Spanish-speaking community will be cancelled once the decision to defund the service is formalized. Outreach to schools will also be discontinued, and no more schools will be added to the school login page on the DPI/Resources for Libraries and Lifelong Learning website. Libraries currently staffing the chat service may reduce or eliminate their staffing support once the decision to defund the service is announced.

Future strategy: The AskAway service is currently paid through the end of calendar 2011, and it will be supported through the end of the calendar year. QuestionPoint, the OCLC division that provides the service, has been asked for any pricing alternatives that would reduce the cost, but no response has been received to date. The software is charged separately from the 24/7 support, and could be used to support a Wisconsin-only virtual reference service, which would have more limited hours.

Libraries that would like to continue to offer the service could pay their own way, but the cost per library will be much higher than it has been. DPI would almost certainly not be continuing to participate under that sort of an arrangement.

DPI initiatives are developing to address the learning needs of Wisconsin students, educators, librarians and the general public. An online reference/Ask an Expert service may emerge as a valuable component of the toolkit created to address those learning needs. Resources for Libraries and Lifelong Learning can gather information on less costly online reference services that could be staffed exclusively by Wisconsin librarians and used exclusively by Wisconsin residents. The Mosio "Text a Librarian" or Meebo Instant Message widgets are two examples of possible replacements. Such a service may garner greater support from the Wisconsin library community, and possibly from the LSTA Advisory Committee.

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WISCAT April 2011

2003 LSTA Funds Awarded:	\$ 696,900
2004 LSTA Funds Awarded:	\$ 643,200
2005 LSTA Funds Awarded:	\$ 657,700
2006 LSTA Funds Awarded:	\$ 662,000
2007 LSTA Funds Awarded:	\$ 641,200
2008 LSTA Funds Awarded:	\$ 597,700
2009 LSTA Funds Awarded:	\$ 605,800
2010 LSTA Funds Awarded:	\$ 608,500
2011 LSTA Funds Awarded:	\$ 569,900
2012 Preliminary Request:	\$ 534,750

Purpose: Funds will be used to subsidize the cost of the WISCAT program. Funds will be allocated for staff, vendor contract costs, and other related costs. Revenue for the project is anticipated from licensing library staff access to the products.

Background

In late 2006 following major planning efforts and a bid process, the Department of Public Instruction signed a contract with Auto-Graphics, Inc. to provide WISCAT services. Auto-Graphics provides a web-based version of a hybrid union/virtual catalog and an interlibrary loan management system developed to ISO and standards and with NCIP functionality.

Division staff successfully made the transition to the new Auto-Graphics system by the end of November, 2006. Between 2007-2009, Auto-Graphics made regular upgrades to enhance or add new functions requested by users and improve performance. Division and vendor staff provides ongoing training sessions for library staff to use the system.

Users of the services are staff and the public using local libraries and residents of Wisconsin obtaining access from home, offices, dormitories, classrooms, and other locations. Libraries include public library systems, Cooperative Education Service Agencies (CESA), school, public state agency, state institution, academic, technical college, hospital, corporate, and other types of libraries and media centers. The union catalog is available on the web for by all users. The hybrid union/virtual catalog and interlibrary loan management systems are available only to licensed users. In 2010, borrowers made 180,635 requests which resulted in 344,213 lending requests. The borrower fill rate was 89% and the lender fill rate was 54%. The ratio of borrowing to lending requests was 1.9.

The resource sharing system allows library staff members and patrons to enjoy a number of important features. The product uses a single integrated user interface for the hybrid union/virtual catalog as well as for the interlibrary loan management system. Search results are de-duplicated and re-sorted so that records from multiple catalogs are displayed together. The product is extremely customizable. It allows customization and "branding" down to the regional or local library level. Each library or region can easily create its own customized splash page for the catalog. The union catalog allows for reader's to post reviews. The Cooperative Children's Book Center has entered reviews for books listed in CCBC choices which are not visible when using the union catalog. The union catalog contains Lexile reading level scores and materials can be searched by Lexile categories.

Staff implemented clearinghouse functionality for those systems still handling some requests prior to referral. Interlibrary loan routing has become increasingly automated. The product has been configured so that it requires library users to borrow from their own library or region prior to requesting materials from other libraries outside their region and displays an alert to the patron if a requested item is locally owned. A long sought after feature in

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the system, allows checking the shelf status of a potential lender's Z39.50 catalog, prior to sending a request to that lender, and then automatically skipping the location if the item is checked out or otherwise not available. It also checks the policy statement of a potential lender prior to sending a request, and can skip the location if their policy indicates that the library does not lend the type of media requested (e.g. does not lend DVDs). The product has been configured to allow requests to be sent by libraries directly to MINITEX, WiLS, and Milwaukee Public Library after first going to other WISCAT libraries. The software and its advanced configurations have allowed the Reference and Loan Library staff to eliminate the backlog of interlibrary loan requests needing referral. Lenders are alerted when requests are about to expire at their location so that they can respond to the request before it moves on.

Update on 2010 Initiatives

Wisconsin participated in a pilot project with three other states and one Canadian province using the Auto-Graphics software to send requests out-of-state. This pilot was very successful. With minimal effort all states participating moved the system into full production. Wisconsin currently has 46 libraries both lending and borrowing from libraries in other states. Wisconsin is both a large borrower and lender to these states. As Wisconsin moves toward broader implementation of this initiative, automatic request routing speed improves and manual intervention is reduced.

In 2010 staff completed a number of major changes to the management of WISCAT. The changes include:

- Moving away from the union catalog as the primary repository for library holdings and relying more on the Z39.50 targets for current holdings information. The union catalog contains holdings for libraries without Z39.50 targets or for libraries that do not want the Z39.50 traffic on their local automated systems.
- Increased use of WISCAT to send requests out-of-state to other Auto-Graphics customers using the ISO ILL protocol. Libraries taking part would also lend to other Auto-Graphics customers.
- Implemented standard connection that allows requests to go from WISCAT to OCLC using the ISO ILL protocol. This change greatly reduced the manual intervention needed to refer requests outside Wisconsin.

2011 Initiatives

Staff is working to:

- Further refine the Union catalog in effort to streamline data management and reduce project costs.
- Strongly encourage Union Catalog libraries to become virtual catalog search targets to reduce data management and allow for automated availability checking.
- Identify and implement ISO ILL connections to South Central Library System and other ILLiad installations to further bring WISCAT and OCLC libraries together as technology allows.
- Continue to recruit Wisconsin libraries as part of Auto-Graphics' inter-state sharing project
- Identify software enhancements that continue to automate the connection to WorldCat Resource Sharing.
- Establish CIRC ILL connections to two new installations of Auto-Graphics' Verso OPAC software—Southwest Library System and Winding Rivers Library System. The interconnection allows for greatly improved management of ILL directly linked to the circulation system resulting in significant staff efficiencies.

The cost of WISCAT will remain \$200 for 2010. This is expected to bring in \$111,000.

PRELIMINARY LSTA IDEAS 2012

ACCESSIBILITY IN PUBLIC LIBRARIES OR PUBLIC LIBRARY SYSTEMS April 2011

2009 LSTA Funds Awarded:	\$ 51,000
2010 LSTA Funds Awarded:	\$ 150,000
2011 LSTA Funds Awarded:	\$ 93,108
2012 Preliminary Request:	\$ 125,000

Competitive; Estimated Total Expenditures:

\$ 125,000

Eligible Applicants: Public Libraries/Library Systems

Purpose: To promote and demonstrate the role public libraries play in meeting the informational needs of people with disabilities. Funds will be used by public library systems to assist their member libraries and branches with purchasing and installing the technology and other adaptive equipment needed to increase accessibility for people of all ages who have mobility, vision, and/or hearing disabilities, and to provide member librarians with the training to use the equipment effectively.

General Requirements

In this competitive category, systems will submit a modified application as described below, but must include sufficient detail to allow reviewers to adequately assess the projects. These are not planning grants, all preliminary work including identification of participating libraries, partnering agencies, equipment or software that will be purchased along with their estimated costs, must be included in the application. Computers and library materials may not be purchased in this category, with the exception of adaptive toys.

Selection of one disability area is strongly encouraged to simplify the administration of the project. Some types of accommodations do not require training, some equipment demonstrations can best be done when the equipment is installed, rather than at group workshops. If the system determines training is needed, participation must be a requirement for inclusion in the project. Some systems may opt to provide training beyond that related to new equipment or software, etc. For example in the context of purchasing personal sound amplification systems and loop systems for a meeting room, a system may also provide training on serving people who are deaf or who have a hearing loss. Up to \$300 for a speaker and routine travel reimbursement costs the system has in place are allowed.

Marketing assistance must be provided, if needed, to the libraries to help them targeted the appropriate audience. In general, placing information in local newspapers is not considered sufficient to target special needs population. The marketing plan must include appropriate collaborating partners at the system and/or local levels, as appropriate.

Use of Funds

- Purchase equipment, software or technologies directly related to enhancing the accessibility of public library buildings, services, and resources for people who have mobility, hearing, or vision limitations or disabilities.
- Computer workstation accommodations can include:
 - Trackballs or other alternate input devices
 - 19 inch or larger monitors or touch screen monitors
 - Keyboard cords longer than 72 inches
 - Adapted keyboards (ex: keyboard that is oversize, large print, Braille, or color coded)
 - Scanners or Braille printers
 - Accessible workstation carts or tables
 - Specialized software that enlarges text (ex: Window Eyes or that enlarges and reads text (ex. ZoomText, JAWS, MAGic)
 - Headphone for use with software that read text

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- Accommodations for people with mobility limitations might include wheelchairs/scooters, wheeled walkers with seats, mobility scooters, and/or shopping carts.
- Funds may be used to retrofit an existing door at a public entrance with an electronic door opener for a maximum of \$3000 per library if:
 - The entrance is otherwise accessible and no barriers exist to prevent someone using a wheelchair from moving from the parking lot or street to the entrance door.
 - LSTA funding is not used to replace the existing door or the door frame.
 - The door has never had an electronic opener.
 - The funds do not offset new building or remodeling construction costs.
 - The library building or last remodeling project is at least five years old.
 - The library has not received LSTA funding in the past to retrofit a door

Specify if the door is an entrance door or an interior door and why it is needed.

- Accommodations for people with a vision loss or who are blind might include hand magnifiers, magnifying pens, portable full spectrum lighting, portable scanners, or stand alone scanner readers (ex: Kurzweil)
- Accommodations for people with a hearing loss or who are deaf might include portable individual sound amplifier devices, telephones with amplified sound capability, microphone and/or sound system, installation of a sound loop system in a public meeting room, purchase of TTY/TTD, and specialized voice recognition software that translates spoken word to written text for use at public meetings (ex: Dragon Naturally Speaking).
- Funds may be used to retrofit an existing entrance door at a public library with an electronic door opener for a maximum of \$2500 per library, if:
 - Neither the existing door nor the door frame is replaced.
 - The entrance is otherwise accessible and no barriers exist to prevent someone who uses a wheelchair from moving from the parking lot or street to the entrance door, as verified by the system.
 - The door has never had an electronic opener.
 - The library has not received LSTA funding in the past to retrofit a door.
 - Funds do not offset new building or remodeling construction costs.
 - The library's last building or remodeling project is at least five years old.
- Other technologies or equipment that advances the purpose of the category; there must be participation by an appropriate partnering agency.

PRELIMINARY LSTA IDEAS 2012

JOBS--SEARCHING, TRAINING, AND SUPPORT

April 2011

2010 LSTA Funds Awarded:	\$ 214,190
2011 LSTA Funds Awarded:	\$ 95,201
2012 Preliminary Request:	\$ 100,000

Competitive, Estimated Total Expenditures: \$100,000
Eligible Applicants—Public Library Systems, Public Libraries

Purpose:

Assist the public library community to serve people who are unemployed, underemployed, and /or seeking to improve their job skills, and those who are at risk of falling below the poverty line due to the current economic situation. The intent of this funding is to facilitate and encourage libraries to collaborate with local, regional, and state agencies that are already working to help the targeted population, especially regional Job Centers. Applicants must identify collaboration partners at the system and/or local levels.

General Requirements:

Because this category addresses the ongoing economic situation, new and continuing projects are both eligible. System projects should address staff training, unless training has been addressed previously. Collaboration with an agency that provides direct employment related services is required.

Grant Funds May be Used To:

- Collaborate with the Division of Workforce Development, regional Job Centers, technical colleges, universities, social service agencies and other organizations that provide support for employment services.
- Collaborate with local high schools to make job and career information available to the public.
- Create job resource centers within a library including the purchase of employment preparation materials and software.
- Development of system or individual library web pages on employment resources.
- Offer training for the public on computer skills, resume writing, interview practice, or assistance with completion of job applications and cover letters.
- Provide activities for children while parents are taking computer or employment classes at the library, which can include a nutritious snack.
- Host sessions offering families ideas on coping with hard economic times—applying for free and reduced lunch for children and social services such as food assistance programs, preparing high nutrition/low cost meals, accessing free clinics and other medical assistance, and information on bankruptcy, foreclosure, and mortgage assistance, and job fairs, etc.
- Host displaced worker discussion and support groups in collaboration with a job or social service agency.
- Cover costs of a staff person, who is not currently working full time, hire a new employee, or contract for the services of a staff person to conduct classes and outreach efforts related to the JOBS project. The application must indicate that LSTA funds are not supplanting local funding.
- Purchase computers for a portable lab, or lap tops for in house use, that are dedicated to employment services.
- Marketing costs directly related to the employment services offered by a library or system.
- Other activities that address the general purpose of this category, and involve appropriate partnering agencies.

PRELIMINARY LSTA IDEAS 2012

LITERACY April 2011

2009 LSTA Funds Awarded:	\$ 229,136
2010 LSTA Funds Awarded:	\$ 96,358
2011 LSTA Funds Awarded:	\$ 87,041
2012 LSTA Preliminary Request:	\$ 100,000

Competitive; Estimated Total Expenditures: \$100,000

Eligible Applicants: Public libraries, public library systems, correctional libraries. Public libraries may submit joint projects and systems may submit projects on behalf of multiple libraries in their system area.

Purpose: To promote and demonstrate the role of public and correctional libraries in improving literacy and reading skills for people having difficulty using libraries because of their educational, cultural or socioeconomic background, in collaboration with partnering agencies appropriate to the project.

General Requirements:

In general, LSTA funding is intended as start-up funding. If a project is a continuation or expansion of a previous project, applicants are required to justify the continuation or expansion using LSTA funds.

- LSTA funds may be used for staff costs, but cannot be used to supplant local or system funds.
- Book giveaways are discouraged because they are rarely sustainable.
- Projects must involve other organizations and institutions that promote literacy in the planning, implementation and evaluation of the project.
- All literacy projects must include a marketing plan that targets people who do not use print, do not read well or speak English. **NOTE: Publishing news items in local newspapers is not considered adequate marketing for literacy projects.**
- Projects targeting school age children must include a partnership with a school(s) and be consistent with the DPI Wisconsin Literacy Plan, if it is available.
- This category is not a general collection development or standards category. The following materials are encouraged: Book and tape combinations, videos and software for people with learning or other disabilities or who are learning English.

Grant Funds May be Used to:

- Initiate projects targeting at-risk teens that are in alternative high school programs, group homes, detention facilities, jails or prisons, or adults in jails or prisons that are in need of literacy services. Middle and high school students who are struggling with literacy skills in regular programs are also eligible.
- Initiate projects for families or individuals who use English as their second language, in collaboration with a school and/or adult literacy provider.
- Initiate outreach services at a location other than a library in collaboration with agencies already working with the targeted children or adults. (Day care centers, neighborhood centers, schools especially special education classes, camps for children with special needs, literacy providers).
- Promote early literacy by targeting children birth to age five. The project should target group of parents who— are teens, use a language other than English in their homes, live in poverty, are incarcerated; or target day care providers who care for the children of these targeted parent groups, or grandparents raising their grandchildren. Funds can be used to purchase specialized furniture, play equipment, and resources designed specifically for use by children under the age of three. Funds may be used to create early learning environments within public libraries. Projects that promote early math and science literacy skills are encouraged.
- Other projects that advance the purpose of this category and involve appropriate partnering agencies.

PRELIMINARY LSTA IDEAS 2012

DLTCL – COMMUNICATION AND PLANNING April 2011

2004 LSTA Funds Awarded:	\$ 25,000
2005 LSTA Funds Awarded:	\$ 25,000
2006 LSTA Funds Awarded:	\$ 25,000
2007 LSTA Funds Awarded:	\$ 25,000
2008 LSTA Funds Awarded:	\$ 25,000
2009 LSTA Funds Awarded:	\$ 25,000
2010 LSTA Funds Awarded:	\$ 23,000
2011 LSTA Funds Awarded:	\$ 20,000
2012 LSTA Preliminary Request:	\$ 30,000

Estimated Total Expenditures: \$ 30,000

Funds for DLTCL Communication and Planning are used for the following activities:

Meetings/Conferences/Travel (\$19,500)

Funds for statewide planning committee expenses that occur during the year and other travel expenses, including attendance at COSLA, Chief Officers of State Library Agencies, and COLAND, the Council on Library and Network Development (6X per year).

Other M&S (\$ 500)

This is funding for expenses other than fixed materials and supplies, including furnishings and equipment.

Planning (\$10,000)

Funds set aside for statewide library planning projects including possible planning for a statewide integrated library system (ILS).

PRELIMINARY LSTA IDEAS 2012

DLTCL – STATEWIDE LIBRARY IMPROVEMENT April 2011

2004 LSTA Funds Awarded:	\$ 281,200
2005 LSTA Funds Awarded:	\$ 237,100
2006 LSTA Funds Awarded:	\$ 243,100
2007 LSTA Funds Awarded:	\$ 266,900
2008 LSTA Funds Awarded:	\$ 273,700
2009 LSTA Funds Awarded:	\$ 279,300
2010 LSTA Funds Awarded:	\$ 350,200
2011 LSTA Funds Awarded:	\$ 347,200
2012 LSTA Preliminary Request:	\$ 343,400

Estimated Total Expenditures: \$ 343,400

The Public Library Development Team provides leadership, assistance, planning, coordination, and funding for the improvement of public libraries and public library systems in Wisconsin. Funds are used for the following positions:

- Director of the Public Library Development Team (partial support – 80%)
- Public library youth and special services consultant position. This position provides leadership for the improvement of public library services for youth and populations with special needs
- Public library data collection position (\$50,000 is set aside to support this position, if necessary)

Funding also provides for administrative and coordination costs of the statewide summer library program, and for support of statewide annual meetings of system staff, including the system directors, special needs consultants, youth services consultants, and continuing education consultants. LSTA also provides funding for continuing education opportunities for public library development team staff.

PRELIMINARY LSTA IDEAS 2012

MULTI-TYPE LIBRARY COLLABORATION April 2011

2010 LSTA Funds Awarded:	\$ 6,000
2011 LSTA Funds Awarded:	\$ 6,250
2012 LSTA Preliminary Request:	\$ 0

Competitive; Estimated total expenditure

Eligible Applicants: Public, School, Academic Libraries or Regional agencies. All projects must involve more than one type of library or state agency. Application limit is \$5,000 per project.

Purpose: Demonstrate collaboration between multi type libraries in communities or regions to enhance local/regional library services for library patrons. Projects must result in one or more of the following opportunities: develop strategies for local/regional residents to access previously unavailable resources, establish shared collections, and provide onsite use and circulation of materials to Wisconsin card holders of other libraries of any type.

Eligible use of funds includes the following:

Meeting and communication expenses for:

- Planning meetings or collaboration summits of people from different types of libraries or levels of government to develop strategies for collaborative activities, such as resource sharing, onsite access and circulation, sharing of staff expertise, identifying career resources or services available, or addressing 21st century skills.
- Pilot a project or implementation project costs for developed collaboration strategies such as development of a regional access card or of a lost materials fund.
- Design and production of a web based portal to promote unique resources or regional resource sharing among all types of libraries.
- Developing physical delivery mechanisms for libraries not on the statewide delivery network or electronic delivery mechanisms among different types of libraries.

The Division for Libraries, Technology and Community Learning has not recommended this category for funding due to the low ranking of the category on the LSTA Survey and due to the fact that public library systems are already required by statute to plan for multi-type library cooperation.

PRELIMINARY LSTA IDEAS 2012

SCHOOL LIBRARY MEDIA STAFFING (CONTINUATION) April 2011

2010 LSTA Funds Awarded:	\$ 35,000
2011 LSTA Funds Awarded:	\$ 35,000
2012 LSTA Preliminary Request:	\$ 35,000

Estimated Total Expenditures:	\$35,000
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Purpose: The Council on Library and Network Development (COLAND) recommended a statewide visioning/strategic planning summit to address the ongoing issues related to staffing school library media centers with certified teacher librarians/library media specialists in the state of Wisconsin. School district funding concerns and a shortage of certified library media specialists has caused staffing levels in Wisconsin to decline for more than four years. There is a need for LSTA funds to be set aside to support this upcoming planning and summit that is a collaborative venture between the Division, COLAND and the new State Superintendent of Public Instruction.

PRELIMINARY LSTA IDEAS 2012

DLTCL – CONTINUING EDUCATION OF LIBRARY STAFF April 2011

2012 LSTA Preliminary Request: \$10,000

Purpose: To improve library services all residents through better training of library staff in technology (focusing on e-content), as well as more effective management of public libraries through orientation programs for new library directors (and others as space permits).

Description:

“Boot Camp” will be conducted through the cooperation of all library systems, coordinated by DLTCL. Grant funds will pay for travel and lodging (but not meals, except the working lunch) to the boot camp for new library directors (those hired in the previous 24 months for the first year of the program). Others may attend as space permits, with priority to grade 2 and 3 public library directors.

PRELIMINARY LSTA IDEAS 2012

DLTCL - LSTA ADMINISTRATION April 2011

2004 LSTA Funds Awarded:	\$ 98,000
2005 LSTA Funds Awarded:	\$ 98,000
2006 LSTA Funds Awarded:	\$ 98,000
2007 LSTA Funds Awarded:	\$ 90,000
2008 LSTA Funds Awarded:	\$120,300
2009 LSTA Funds Awarded:	\$115,500
2010 LSTA Funds Awarded:	\$126,517
2011 LSTA Funds Awarded:	\$126,975
2012 LSTA Preliminary Request:	\$118,030

Estimated Total Expenditures: \$ 118,030

** Limit of 4% of appropriation*

Funds for LSTA Administration are used for the following activities:

Salaries/Fringe Benefits \$ 7,769

LSTA administration funds are used to pay for staff support in the DPI federal aids and audits office (the person who receives the financial reports from local libraries, authorizes payments, etc.) and expenses for data processing, rent, telephone, etc.

Starting in January, 2008, LSTA funds have been used for .1 FTE of the LSTA Coordinator's position.

Fixed Costs \$1,549

Staff materials, services, and data processing fixed costs.

Meetings/Conferences/Travel \$5,000

Meeting expenses for the LSTA Advisory Committee, the LSTA grant reviewer training session, and travel expenses for the LSTA program coordinator.

Other M&S \$9,852

Support costs other than fixed materials and supplies, including furnishings and equipment.

Printing/Copying/Mailing \$500

Expenses for printing and mailing LSTA materials such as the *LSTA Information and Guidelines, Long-Range Plan*, grant announcement information, materials for the grant training sessions, materials for the advisory committee, materials mailed in response to requests, etc.

DPI indirect charge \$ 93,360

Charges made against all federal programs administered by DPI, including the LSTA program. A percent charge is negotiated with the federal Department of Education annually. This charge must be included as a part of LSTA administration.